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9/17/03

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Art Unit 2642

Examiner Thjuan P. Knowlin

In Re: Dan Kikinis et al.
Case: P3233D1
Serial No.: 09/387,616
Filed: August 31, 1999
Subject: Method and Apparatus for Providing an Interactive Home
Agent With Access to Call Center Functionality and
Resources

To the Commissioner of Patents and Trademarks
Washington, D.C. 20231

Dear Sir,

Response C

In the claims:

All claims presented for examination are reproduced below. No amendments are made to the claims or specification in this response.